New Provider Portal is Now Live

The new Provider Portal offers new and improved capabilities to **enhance your LAC experience** and **save you valuable time.**

What to Expect

Intuitive / Intelligent
User-Friendly Interface
Features a clean and clear layout that is easy to navigate.

Minimal Learning Curve
A system designed and built to be intuitive.

Efficient
Expanded Capabilities
Providers can accomplish more on their own with the click of a mouse.

Saves Time
Provides more comprehensive information on your patients in real time.

Streamlined
Seamless Flow
Executive contacts and administrative users will be able to submit inquiries via the portal. Intuitively access member and plan information.

Centralized Information
Holistic view of member information, easily accessible in one place, eliminating cumbersome processes.

Functionality Highlights

New!	Enhanced!
• **Service Authorization Requests:** Submit qualified Service Authorization Requests (L.A. Care or PPG responsibility, and real-time alerts for services not requiring prior auths) online and look up statuses. • **Documents:** Attach documents required for submission and view L.A. Care documents in real time. • **Interactions:** View interaction history. • **Member Profile:** View the eligibility of benefits based on a member's plan and record the inquiry in the system as time-stamped quote.	• **Provider Profile:** Search for in-network practitioners and providers with details such as facilities, specialties, and locations. • **Claims:** Search for claims and view real-time statuses, with "pay-to" providers getting additional claims status information. • Search and access all provider information such as Practitioner Details, Associated Offices, Credentials, as well as Provider Facilities, Network, Specialties, and Services.

Legacy Provider Portal

Providers can seamlessly access the Legacy Provider Portal through the new Provider Portal using their current Legacy login ID and password for select features.

- **Add, Change, and Delete Tool –** Allows PPG to submit network modification requests for providers current active in the network, add a new provider to the network, or terminate a current active provider in the network
- **Reports –** Access to the suite of reports available to providers (access to reports will be based of legacy portal access).

Resources

The Provider Portal Hub contains additional information and resources on functionality, registration, training, and more.

Visit the Provider Portal Hub page here LINK
For all Portal inquiries please send us a message via this LINK

Account Registration	Training Resources	Recorded Trainings	Provider Portal link
Please contact your Provider Portal Admin if you unsure who your admin is contact your L.A. Provider Network Account Manager	CLICK HERE	COMING SOON	CLICK HERE